

# ESS Password Reset Process

## **Employee:**

1. Contacts DOP Service Center
  - a. [Information@dop.wa.gov](mailto:Information@dop.wa.gov)
  - b. 1-877-664-1960
  - c. 360-664-1960
2. Provides Personnel Number, contact information and the best time to be reached.

## **DOP Service Center:**

3. Creates ticket for HRMS Central Security.

## **HRMS Central Security:**

4. Confirms if user account has an e-mail address.
5. If the request is from a work e-mail or a personal e-mail address that matches the e-mail in the user account:
  - a. No verification is required
  - b. E-mail address is added to the employee's HR Master Data if needed
6. If request comes from personal e-mail that does not match the e-mail in the user account or the request is a phone call and there is no e-mail in the user account:
  - a. Verification is required
  - b. E-mail address is added to the employee's HR Master Data
  - c. If unable to contact user for verification, password will not be reset
  - d. If unsuccessful after the 2nd attempt to contact the employee the ticket will be closed
7. Completes the request. The password is reset and system sends password via e-mail.